



Presentation to the 2011 Health and Human Services
Joint Appropriation Subcommittee

MANAGEMENT AND FAIR HEARINGS PROGRAM

Operations Services Branch
Department of Public Health and Human Services

Reference:

Legislative Fiscal Division Budget Analysis, Volume 4 Section B, Page B142—B-146

CONTACT INFORMATION

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OVERVIEW

The Operations Services Branch Manager, located in the Management and Fair Hearings Program, manages and directs the activities of the Operations Services Branch, which provides leadership for the department in the areas of budgeting, accounting, technology, auditing, oversight, and fair hearings.

The Management and Fair Hearings Program (MFH) is responsible for the oversight and management of the Operations Branch of the Department. The Branch assists the Department with best business practices to provide the right services to the right people at the right time, by making effective use of resources in determining program eligibility; making payments; budgeting, accounting and reporting on cost of services; conducting oversight; and offering impartial review of department decisions.

The Office of Fair Hearings provides impartial administrative hearings for individuals or entities who have been negatively impacted by a program administered by the Department. Hearings officers adjudicate a wide range of department-related programs.

SUMMARY OF MAJOR FUNCTIONS

The Operations Management office provides guidance and support concerning the reporting and operation of the Operations Branch divisions in their support of the agency's provision of services to the citizens of Montana.

The Office of Fair Hearings provides an avenue for citizens served by the department to appeal negative decisions by giving them an opportunity to tell their side of the story. This is accomplished through the provision of impartial administrative hearings. Hearings officers adjudicate a wide range of department-related issues; written decisions are binding unless appealed to the state Board of Public Assistance, the Department Director, or a District Court. Issues include:

- Eligibility and service issues for public assistance programs;
- Licensing and certification issues;
- Ability to pay for care in state facilities;
- Denial of admission to or discharge from state facilities and long-term care facilities;
- Substantiation of child abuse and neglect; and
- Eligibility for vocational rehabilitation services.

The Office of Budget and Finance, which provides leadership to the Department in budget preparation, analysis and management, is transferring from Management and Fair Hearings Program to Business and Financial Services Division for operational effectiveness in coordinating budget, accounting and reporting functions within the Branch.

HIGHLIGHTS AND ACCOMPLISHMENTS DURING THE 2011 BIENNIUM:

During the 2011 biennium, the Management and Fair Hearings Program was created as part of the Operations Services Branch in the agency reorganization. The MFH and the Branch provide overall agency operational policy and budgetary guidance.

The MFH Program provides leadership in finding more cost effective business processes while maintaining high standards of program operations. As an example, the program combined budget analyst duties of the divisions within the Operational Services Branch, reducing from 3.00 FTE to 2.00 FTE while providing a more coordinated budget picture for the divisions and the branch.

The Office of Fair Hearings receives on average 1,200 to 1,400 requests for fair hearings each year from citizens appealing adverse decisions. These are processed by a staff of 6.00 FTE. For fiscal year 2010, 1,432 hearing requests were received. Half were withdrawn or resolved at Administrative Review (AR), and half received hearing decisions and final orders, with a 98% timely percentage. Another 20 Informal Dispute Resolutions (IDR) were received in fiscal year 2010; of these, 9 were withdrawn or denied, 10 opinions were issued and one was pending at the end of year, and has since been closed.

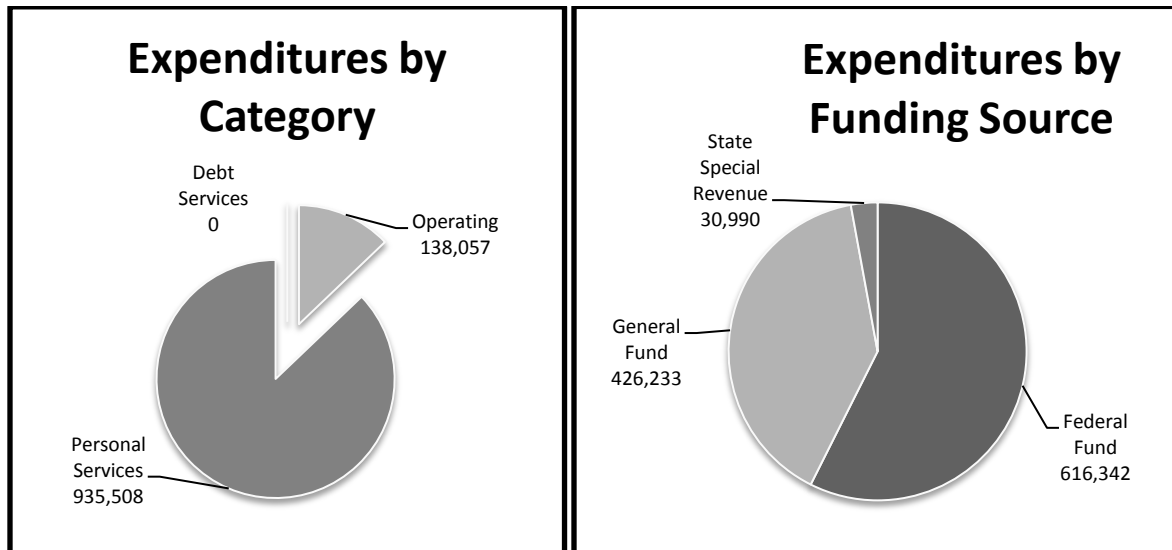
2013 BIENNIUM GOALS AND OBJECTIVES

Department of Public Health and Human Services Division Name	
Goals and Objectives for the 2013 Biennium Submitted September 1, 2010	
Goal: Manage the Operations Branch of the Department by providing, maintaining and supporting systems and processes of the Department in the areas of financial, budget, and technology management; quality assurance; and fair hearings.	
Objective	Measures
Continuously improve systems and processes of the Department through the work of the divisions in the Operations Branch.	<ul style="list-style-type: none"> The objective is measured by achieving the goals and objectives of the divisions within the Operations Branch: Business and Financial Services Division, Technology Services Division, and Quality Assurance Division.

FUNDING AND FTE INFORMATION

	2010 Actual Expenditures	FY 2012 Request	FY 2013 Request
Division Name			
FTE	14.00	14.00	14.00
Personal Services	935,508	1,048,699	1,047,730
Operating	138,057	135,820	135,935
Equipment	0	0	0
Grants	0	0	0
Benefits & Claims	0	0	0
Debt Services	0	0	0
Total Request	1,073,565	1,184,519	1,183,665
General Fund	426,233	470,558	470,172
State Special Fund	30,990	35,637	35,577
Federal Fund	616,342	678,324	677,916
Total Request	1,073,565	1,184,519	1,183,665

**THE FOLLOWING FIGURES PROVIDE FUNDING AND EXPENDITURE INFORMATION FOR
FY 2010 FOR MANAGEMENT AND FAIR HEARINGS PROGRAM**



DECISION PACKAGES (SEE LFD BUDGET ANALYSIS, PAGES B-145 – B-146)

PL 55140 – 17-7-140 Operations Reduction

- This decision package reduces the general fund base budget by \$1,266 each year of the biennium.
- This amount annualizes and makes permanent the 17-7-140, MCA, 5% budget reduction put in place in the 2011 biennium.
- The program will make operations reductions in the areas of travel, conferences, supplies, newspaper ads, cell phone use, postage, and contracting.

Fiscal Year	General Fund	State Special	Federal Funds	Total Request
FY 2012	\$-1,266	\$	\$	\$-1,266
FY2013	\$-1,266	\$	\$	\$-1,266
Biennium Total	\$-2,532	\$	\$	\$-2,532

LEGISLATION

The Division has no pending or requested legislation.